

DEVELOPING EXCEPTIONAL RECRUITERS

Objection Handling

“I am happy with my Current Supplier”

- **Find out more**
 - Who are you currently working with?
 - How long have you been working with them?
 - What do you like about them?
 - What type of positions have they helped you fill?
 - How regularly do you engage with them?
- **Find the problem**
 - What positions do they find difficult to fill?
 - What positions have they not been able to fill?
 - What do you do if they can't fill a role for you?
 - What additional services would you like to see from an agency?
 - How would you rate the quality of their candidates?
 - And what about the quantity of people they send?
 - Who else in the company might be interested in our services?

“We have no budget/We have a Recruitment Freeze”

- **Find out more**
 - Why are things on hold?
 - Is this for permanent and temporary recruiting?
 - How long has this restriction been in place?
 - How long will it be in place?
- **Find the problem**
 - What impact is this having on you?
 - How is it affecting your staff?
 - What are you having to do to handle the workload?
 - What is your plan if someone leaves unexpectedly or you have a special project?
 - Does this restriction affect every team / department in your company?
 - When do you foresee things changing?
 - If your hands weren't tied, what would you be recruiting for right now?



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“You need to talk to HR/Talent Acquisition”

- **Find out more**

- Who is the contact?
- What's the normal process? How does this work for you?

- **Find the problem**

- How satisfied are you with how this works?
- How happy are you with their ability to recruit your specialist positions?
- What is the hardest position in your department to fill?
- How long does TA normally take to fill these roles?
- What are your biggest challenges in dealing with your TA division?

“I have placed my own Ad and I am waiting for the response”

- **Find out more**

- Can I ask why you chose to advertise rather than use an agency?
- When did you run the ad? Where did you post it?
- Is this a new or existing position?
- What stage are you at in the hiring process?
- How are you involved in the recruitment process?
- Who is screening and vetting the CVs?
- How are you rejecting people?

- **Find the problem**

- How has the response been?
- What do you plan to do if your ad doesn't produce the ideal candidate?
- At what point would you decide to go to an agency?

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“I don’t need anyone right now”

- **Find out more**
 - Are you fully staffed?
 - Is this usual / unusual? Is your work seasonal?
 - When did you last need to hire?
 - When will you next need to hire?
 - How much have you had to hire this year?
 - When you do hire, how do you go about it?
- **Find the problem**
 - What would you do if someone was to leave?
 - How do you cover if someone is out sick?
 - Is your organisation growing? Will that require you to hire?

“Send me an Email”

- **Find out more**
 - What would you like to see in the email?
 - Is there anything particular you want to know and I can run through it now?
 - I’ll call you in a few days to make sure you received it and perhaps we can book in a meeting then?

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